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Interaction Dialer®

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Comprehensive multi-site campaign management

Skills-based dialing based on agent skill availability — perfect for state-based licensing

Inbound/outbound call blending

Stage-based predicting using our patented predictive algorithm, to elevate agent productivity and contact success rates

Real-time connectivity to third-party Do Not Call (DNC) services, such as DNC.com (Contact Center Compliance), and in-house DNC lists, to better ensure regulatory compliance

A complete SIP-based "all software" architecture to support outbound campaigns in a VoIP environment and reduce IT complexity

Exhibit "A"

INTERACTIVE INTELLIGENCE

SITE MAP

7601 Interactive Way
Indianapolis, Indiana 46278
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EXHIBIT "A"

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Exhibit "A"

Make outbound dialing even more powerful.

As a predictive dialer system, the *Interaction Dialer* software easily pre-integrates to the Customer Interaction Center™ (CIC) for outbound and blended predictive dialing and simplified campaign management. Interaction Dialer also extends functionality for intelligent campaign staging, advanced call scripting, compliance options, and more.

But the real advantage of Interaction Dialer and CIC is the power it delivers for virtually any outbound environment — contact centers, outsourcers, collections — and for predictive dialing scenarios of all kinds.

The best defense against regulatory violations and fines is an effective compliance plan. With tools that can assist in complying with US and international sales and collections regulations, Interaction Dialer helps your business keep campaign compliance in check.

Automating contact center operations has never come with so many options. Interaction Dialer is available as a premise-based solution, a **cloud hosted contact center solution** (Communications as a Service) for a fixed monthly cost, and a managed service where we do it all.

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Exhibit "A"